

Signing in to RENTCafé

To sign in to RENTCafé

- 1 Navigate to the RENTCafé **Login** page.



For help locating the RENTCafé **Login** page, contact the public housing authority whose intake certification or annual recertification you want to complete.

- 2 On the RENTCafé **Login** page, complete the **User Name** and **Password** fields.



If you have forgotten your password, see “Resetting password for RENTCafé” on page 221.

User Name

Password

[Login](#)

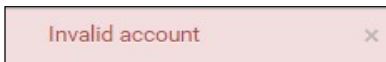
[Forgot password?](#)

[Click here to register](#)

3 Click Login.



If you see one of the following error messages, follow the instructions below. If not, continue to step 4.



Invalid Login

This error indicates that RENTCafé does not recognize your login information. Make sure that the email you entered is correct. If the email is correct, re-enter your password carefully.

If you cannot remember your password, see “Resetting password for RENTCafé” on page 221.

You have exceeded the maximum login failures

This error indicates that your account has been locked because you entered the incorrect password five times. At this point, you will not be able to use your old password even if you remember it. To unlock your account, you will have to reset your password. See “Resetting password for RENTCafé” on page 221.

Invalid Account

The most likely cause of this error is that you are on the RENTCafé login page for the wrong property. Double check that you are currently on the RENTCafé login page that your housing authority directed you to.

4 Your RENTCafé Dashboard appears.

Example RENTCafé Dashboard. Your dashboard will not look exactly like this example.

The screenshot shows the RENTCafé dashboard for user Jeff Johnson, logged in as 'Jeff Johnson - 430 South Fairview Ave'. The dashboard features a 'Menu' dropdown, a 'QUICK LINKS' section with buttons for 'Certifications', 'Waiting List Information', 'Attachments', 'PHA Custom Page', 'Contact Us', and 'Save My Spot'. An 'ANNOUNCEMENTS' section contains a message about waiting list purging. A 'UPCOMING EVENTS' section lists events for October and November 2017, including a 'RENTCafé PHA Applicant Workshop' and a 'Housing Choice Voucher Waiting List Opening'.

- 5 Now that you have logged in, you are ready to complete your intake certification or annual recertification. Continue to “Completing an Intake Certification or Annual Recertification” on page 230.

Resetting password for RENT *Café*

To reset password from the login page

- 1 Navigate to the RENT *Café* Login page.



For help locating the RENTCafé **Login** page, contact the public housing authority whose intake certification or annual recertification you want to complete.

- 2 Click the **Forgot password?** link.

A screenshot of the RENT Café login page. It features two input fields: "User Name" and "Password". Below these fields is a dark blue "Login" button. To the right of the "Login" button are two links: "Forgot password?" and "Click here to register". A black arrow points from the left towards the "Forgot password?" link.

- 3 The **Password Reset** screen appears.

A screenshot of the "Password Reset" screen. At the top, it says "Password Reset". Below that is a light blue banner with the text "Please enter your email address and we'll send you a link to reset your password." Underneath is a "User Name" label and an empty input field. At the bottom left is a checkbox labeled "I'm not a robot". To the right of the checkbox is a reCAPTCHA logo and the text "reCAPTCHA" and "Privacy - Terms". At the bottom left is a dark blue "Submit" button.

4 Enter your RENT *Café* username in the **User Name** field.



In almost all cases your username will be the same as the email address you used to sign up for RENT *Café*.

NOTE If you cannot remember your username, contact the public housing authority you signed up for RENT *Café* with.

5 Check the **I'm not a robot** box.

6 Click **Submit**.



If you see the following error, follow the instructions in this section. If not, continue to step 7.

This error means that you entered a username that RENT *Café* does not recognize. Double check the username you entered to be sure it is correct. If you cannot remember your username, contact the public housing authority.

7 A message confirming that your password reset email has been sent appears.

8 Log in to the email account you used to sign up for RENT *Café*.

9 Open the Forgot Password email from RENT *Café*.

10 Click the Reset Password Link.

Please click the link below, which will prompt you to create a new password.



<https://www.rentcafe.com/onlineleasing/yardville-housing-authority/recoverpassword.aspx?key=rkzy7017RK>



If you see the following error, follow the instructions in this section. If not, continue to step 11.



This means that you clicked the **Reset Password Link** in an expired reset password email. Check your inbox for the most recent reset password email from RENTCafé.

11 The Reset Password screen appears

New Password:

Confirm Password:

12 Enter your new password in the New Password field.



The password must be a minimum of 10 characters long and must contain all of the following: one lowercase letter, one uppercase letter, one number and one symbol.

New Password:

13 Enter your new password in the Confirm Password field.

Confirm Password:

14 Click Change Password.

Congratulations, you have changed your password. For information about how to sign in with your new password.